

Success starts with

Citizen Services Web Solutions

which delivers a best value hosting solution for Federal agencies with citizen-facing websites, through one performance based contract. A one-stop shop for access to industry standards and best practices, technical expertise and the latest in web technologies.

Citizen Services Web Solutions provides you the complete suite of services to fully manage your citizen-facing website.

For additional information contact us at:

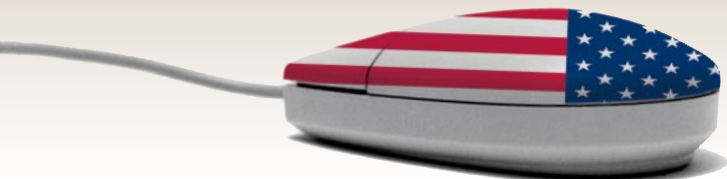
202-219-1372

202-219-1230

703-306-7562

Or visit:

www.usaservices.gov



The logo for USA Services, featuring the word "USA" in blue with a red star above the "A", and the word "Services" in red.

U.S. General Services Administration
Office of Citizen Services
1800 F Street, NW
Washington, DC 20405
www.usaservices.gov

Citizen Services Web Solutions

Exceptional Value in
Web Hosting Solutions



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Benefits of using

Citizen Services Web Solutions

- Enables better service to citizens
- Shares best practices in citizen services delivery
- Reduced acquisition time and costs
- Shares technical infrastructure
- Leverages infrastructure security
- Delivers web applications quickly
- Exceptional scalability to meet changing volume requirements
- Integrated technology refresh plan
- Cross agency sharing & collaboration

Contracting Solution:

- Performance-based vehicle through Millennia GWAC
- Performance period through May 10, 2011
- Simplified acquisition and management processes
- Ceiling rates for labor, material and other direct costs

Uses proven technology provided by a robust partnership of industry leaders:

- Raytheon Information Solutions
- SAVVIS
- Maximus
- Stevens Technologies
- Vignette

Current Client Partners include:

- **USA.gov**
- **Business.gov**
- **Forms.gov**

Services offered:

We provide the following solutions for your citizen facing website:

Program Services include:

- Program Management
- Security Management
- Quality Assurance
- Configuration Management
- Web Analytics and Reporting
- Usability Assessment
- Performance Metrics

Hosting Services include:

- System Administration
- Network Configuration
- Security Services
- Backup and Restoration
- COTS Maintenance and Patching
- Content Distribution Network
- Disaster Recovery

